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Harlem Independent Living Center (HILC) is a not for profit organization dedicated to erasing the barriers (both physical and attitudinal) placed in society to assist the minority disabled person to become independent/productive members of society.

- Operators need to stay on the call long enough to get used to the way the PERSON with a speech disability talks.
- Operators should tell callers that everything is confidential.
- People with a speech disability need an easy way to reach Speech-To-Speech.
- The FCC must stop people in jails from abusing STS.
- More people with speech disabilities need to be taught to use STS.
- All these statements also apply to people who use STS on the computer.
- There should be competition, as that makes STS work better.
- The operators need to be paid enough so that they do a good job, and they need good training.